

EXHIBIT B OPERATING PLAN

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1) INTRODUCTION

This Operating Plan between [Concessioner Name] (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "Service") describes specific operating responsibilities of the Concessioner and the Service with regard to those lands and facilities within Glacier Bay National Park & Preserve (hereinafter referred to as the "Area") that are assigned to the Concessioner for the purposes authorized by the Contract.

In the event of any conflict between the terms of the Contract and this Operating Plan, the terms of the Contract, including its designations and amendments, will prevail.

This plan will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Any revisions shall not be inconsistent with the main body of this Contract. Any revisions must be reasonable and in furtherance of the purposes of the Contract.

2) MANAGEMENT RESPONSIBILITIES

A) Concessioner

- (1) To achieve an effective and efficient working relationship between the Concessioner and the Service, the Concessioner must designate an on-site general manager who:
 - (a) Has the authority and the managerial experience for operating the Concession Facilities and services required under the Contract;
 - (b) Must employ a staff with the expertise and training to operate all services required and authorized under the Contract;
 - (c) Has full authority to act as a liaison in all concession administrative and operational matters within the Area; and,
 - (d) Has the responsibility for implementing the policies and directives of the Service.
- (2) In the absence of the General Manager, the Concessioner must designate an acting General Manager.
- (3) Contact information: The Concessioner must provide a current list to the Service with all appropriate points of contact.

B) National Park Service

The Superintendent manages the Area with responsibility for all operations, including appropriate oversight of concession operations. The Superintendent carries out the policies and directives of the Service, including concession contract management. Directly, or through designated representatives, including the Chief, Concessions Management, the Superintendent reviews, directs, and coordinates concessioner activities relating to the Area. This includes:

- (1) Evaluation of concessioner services and facilities;
- (2) Review and approval of rates charged for all commercial services;
- (3) Review and approval of construction and all improvements to facilities;
- (4) Delivery of a current Service staff list, as needed, to the Concessioner with all appropriate points of contact; and,
- (5) Review and approval of all reporting requirements.

3) GENERAL OPERATING STANDARDS AND REQUIREMENTS

A) Schedule of Operations

- (1) At a minimum, all visitor services will be open to the public from the Friday prior to Memorial Day through Labor Day each year. The Concessioner will submit proposed opening and closing dates for each public service and facility to the Superintendent for approval by December 1 for operations the following year. The Concessioner will submit proposed hours of operation

for each public service and facility to the Superintendent for approval by April 1 for operations that year.

- (a) The Concessioner must prominently post the hours of operation. The Concessioner must follow the minimum hours of operation unless the Concessioner requests changes and the Service approves the changes in writing. The Service may require occasional closures, delayed opening, or early closings due to weather, natural disasters, projects to repair infrastructure, and similar occurrences. Other than in emergency circumstances, the Service will provide reasonable notice to the Concessioner of these dates.
- (b) In the event of a weather emergency that requires a sudden unscheduled closure, the Concessioner must obtain the approval through the Service by contacting the Service's Visitor Information Station at 907-697-2627 or Dispatch Center at the Alaska Regional Communication Center 907-683-9555. The Concessioner also must notify the Concessions Management Division of unscheduled closures, as soon as possible.
- (c) Emergency Operations. The Concessioner must provide an emergency contact phone number, and prominently post this number in all rooms and at all public phones.
- (d) Pre and Post Season Meetings. The Concessioner must meet with the Service annually to review the Operating and Maintenance Plans and to discuss planned operations for the season. The Service will present Service projects potentially affecting the concession operations. The Concessioner and Service staff will hold a post-season meeting to review the season's operation.

B) Rate Determination and Approval Process

- (1) It is the Service's objective to ensure that the Concessioner's rates and charges to the public are commensurate with the level of services and facilities provided, and are reasonable, justified, and comparable with similar facilities and services provided by the private sector. The Service judges the reasonableness of rates based upon current concession management guidelines. These guidelines are available on the Commercial Service's Program website: http://concessions.nps.gov/policies.htm?filter_topic-set=topic-set0. Rate approval methods are subject to change. The currently approved rate method is comparability for all services and facilities except for the following:
 - (a) Retail. Merchandise, including gifts and souvenirs, that do not have a Manufacturer's Suggested Retail Price (MSRP) are approved by Competitive Market Declaration.
 - (b) Convenience Items and Grocery rates. Rates must be determined using MSRP or, if not applicable, the markup basis (see guidelines).
 - (c) Food and Beverage. Rates are set using the Core Menu method (see guidelines). The Concessioner must submit all rate requests in accordance with Service guidelines, including, but not limited to, the core menu items. After the Concessioner and Service establish an initial core menu, those core menu items are subject to comparability analysis. All menus are subject to Service approval prior to finalization.
 - (d) Lodging. Current approved lodging rates include the costs of ground transportation between Gustavus and Bartlett Cove.
- (2) Request Submittal for Annual Rate Changes. The Concessioner must submit rates change requests for services with rates based on comparability by December 1 for the following season. The Concessioner must submit all other rate requests in writing at least 60 days prior to anticipated implementation dates, brochure publication dates, and customer notification. Rate requests require support by established criteria and comparable data. The current Service Rate Approval Guideline (link provided above) outlines the information the Concessioner must include in the request. The Service evaluates rates once per year, using comparables it selects, unless there are extenuating circumstances that require the Service to reevaluate rates. The Concessions Management Office staff will periodically conduct on-site comparability studies with follow-up telephone calls to update rate information for a rate review. The Service will consider approved alternative rate setting methodology to reflect substantial changes in service quality, expenditures, or required investment.

(3) Rate Approval

- (a) Approval Timing. The Service will endeavor to approve, disapprove or adjust rates and will inform the Concessioner within the following schedule. The Service will inform the Concessioner of an altered response date if it requires a longer response period.
- Lodging, Day Tour Boat, and Other Services Rates. Within 30 days of submission.
 - Food and Beverage Rates. Within 15 days of submission.
 - Fuel (Gas and Diesel) Rates. Within 5 working days of submission.
- (b) Approved Rate Posting. The Concessioner must make approved rates for goods and services available to visitors. The Concessioner must prominently post lodging room rates in each room.

(4) Rate Compliance

- (a) The Service checks rate compliance during periodic operation evaluations and throughout the year. Approved rates will remain in effect until superseded by written changes approved by the Superintendent.
- (b) Rate compliance includes, but is not limited to concessioner website, concessioner telephone reservations system, third-party booking agents (Expedia, Travelocity, Orbitz), and third-party intermediaries (National Park Reservations). The Concessioner is responsible for ensuring that third-party booking agents do not publish rates that exceed the maximum rate approved by the Service.
- (5) Reduced Rates for Federal Government Employees. Reduced rates for federal government employees on official business must be part of the approved rate schedules.

C) Purchasing

- (1) Competitive Purchasing. The Concessioner may purchase from a facility operated or owned by the Concessioner or a parent company, provided the product is comparable in quality and price.
- (2) Discounts. The Concessioner must take advantage of all available trade, cash and quantity discounts and rebates. Depending on the method of rate approval, the Concessioner must pass these savings through to the consumer.
- (3) Environmental. The Concessioner must purchase environmentally preferable products and services whenever available and feasible.

D) Evaluations and Contract Compliance

The Concessioner must ensure the protection of resources, compliance with environmental, public health and risk management requirements, and provide satisfactory services and accommodations for the Area visitor.

The Service and the Concessioner must separately inspect and monitor Concession Facilities and services with respect to Service policy, applicable standards, authorized rates, safety, public health, environmental compliance, impacts on cultural and natural resources, integrated pest management policies, identified maintenance and operating deficiencies, and visitor satisfaction and concerns.

- (1) Periodic Evaluations. The Service will conduct both announced and unannounced periodic evaluations of Concession Facilities and services. The Service will contact location managers at the time of facility evaluations so that a representative of the Concessioner may accompany the Service evaluator. The Service reserves the right to enter the Concessioner's facilities at any reasonable time for any evaluation or when otherwise deemed necessary.
- (2) Annual Overall Rating. The Concessioner receives an annual performance evaluation by April 1 for the preceding calendar year. The Concessioner may request to meet with the Service to discuss the annual evaluation, which includes contractual, operational (including facility management, public health, environmental), and risk management components.
- (3) Risk Management
- (a) Concessioner Safety Inspection. An "inspection" is defined as a documented examination of all equipment, facilities, visitor activities and work processes to

- determine compliance with established safety and occupational health regulations. The Concessioner must perform periodic interior and exterior safety inspections of all Concession Facilities, equipment, vessels, and other personal property, including employee housing areas, in accordance with its Risk Management Plan. The Concessioner must ensure employee compliance with health, fire, and safety code regulations as well as the Service's policies and guidelines.
- (b) Service Evaluations. The Service will determine and provide the Concessioner with a risk management rating based on the Concessioner's Risk Management Plan on an annual basis. The Service will incorporate this rating into the Annual Overall Rating. The Service may also periodically conduct safety inspections of Concession Facilities.
- (4) Environmental Management Evaluation. The Service will determine and provide the Concessioner with an environmental management rating based on the Concessioner's Environmental Management Program and other factors on an annual basis. The Service will incorporate the rating into the Annual Overall Rating.
 - (5) Public Health Inspections
 - (a) The Concessioner must demonstrate a commitment to visitor safety by planning for safe food storage, handling and preparation. The Concessioner must document its compliance with public health standard operating procedures, processes, personnel responsibilities, and training in a food safety management plan or incorporated into existing business/operating plans.
 - (b) The Service conducts announced and unannounced periodic inspections of the Concessioner's food and beverage, grocery and other food sales, and public shower facilities. The Service provides a written record, along with the rating, of these inspections to the Concessioner, the Service and the Director of the NPS Public Health Program. The Service incorporates the rating into the Annual Overall Rating.
 - (6) Fire Inspections
 - (a) Concessioner Responsibilities. The Concessioner must have a qualified professional perform interior and exterior fire inspections of all concession buildings and all fire extinguishers within 30 days of initial occupancy and on an annual basis thereafter. The Concessioner must report completion of such inspections in the Computerized Maintenance Management System (CMMS), and submit the reports to the Concessions Office, if requested, for Service review. The Concessioner must conduct routine fire drills of Concession Facilities as required by its Risk Management Plan.
 - (b) Service Responsibilities. The Service may conduct fire safety inspections at its discretion over the course of the Contract term. The Service will contact location managers at the time of facility evaluations so that a representative of the Concessioner may accompany the Service evaluator.
 - (7) Visitor Comments. The Service will review visitor comments and complaints on Concessioner services and associated responses. The Service may incorporate these into the Annual Overall Rating.
 - (8) Interpretive Audit Program. The Service will regularly evaluate the Concessioner's interpretive and informational services to ensure appropriateness, accuracy, quality, and the relationship of interpretive presentations to Area themes.
 - (9) Environmental Audit. The Service's Environmental Audit Program evaluates the Concessioner's facilities and operations with respect to environmental compliance, conformance with the Concessioner's Environmental Management Program, and Best Management Practices Criteria contained within the current Service environmental audit program operating guidelines. The Service may conduct periodic environmental audits and evaluations.

E) Human Resource Management

- (1) Employee Identification and Appearance. At a minimum, the Concessioner must issue each employee a photo identification card that includes the employee's name and a card expiration date. The Concessioner must collect these identification cards upon termination of employment

or at the end of the season for seasonal employees. The Concessioner must ensure that all employees in direct contact with the public wear uniforms or standardized clothing with a personal nametag. Employees must be neat and clean in appearance and must project a hospitable, positive, friendly and helpful attitude.

(2) Employee Hiring Procedures

- (a) Staffing Requirements. The Concessioner must hire a sufficient number of employees to ensure satisfactory visitor services throughout the operating season. The Concessioner must attempt to offer its employees a full work week whenever possible. Prior to employment, the Concessioner must inform employees of salary, schedules, holiday pay, overtime requirements, and the possibility that less-than-full-time employment may occur during slow periods.
- (b) Drug-free Awareness and Testing Program. The Concessioner must provide its employees with a statement of its policies regarding drug and alcohol abuse and conduct educational program(s) for its employees to deter drug and alcohol abuse. The Concessioner must require any employee who is in a safety-sensitive position such as an equipment operator, or security-sensitive position, to participate as appropriate in pre-employment and random drug testing. The Concessioner must make results of drug testing available to the Service upon request.
- (c) Background Checks. The Concessioner must ensure that appropriate background checks are performed on all employee hires as appropriate for the position. The Concessioner must not hire an employee with any active warrants or warrants (current fugitives from justice). The Concessioner must make available, upon request, the type and status of background investigations conducted on employees to the Chief Ranger's Office. The Concessioner must make prospective employees aware in advance of hire that it may provide this information to the Service.
- (d) Driver Requirements. Drivers of Concessioner-owned vehicles used in operations under the Contract must have a valid state operator's license for the size and class of vehicle driven.
- (e) Service Employees. The Concessioner must not employ in any status a Service employee, his/her spouse, or a minor child without the Superintendent's written approval. The Concessioner must not employ in any status the spouse or children of the Superintendent, Deputy Superintendent, Administrative Officer, Concession Chief, Concession Specialist, or Safety Officer.

(3) Training. The Concessioner must provide appropriate training as follows:

- (a) Manuals. The Concessioner must develop written training materials for its employees.
- (b) Safety. The Concessioner must train its employees annually according to the training requirements in its Risk Management Plan.
- (c) Emergency Response. The Concessioner must train its employees in safety and emergency response for fire, medical and natural disaster incidents and emergencies.
- (d) Job Training. The Concessioner must provide appropriate job training to each employee. The Concessioner must provide mandatory employee orientation for all new employees and inform employees of Area regulations and requirements that affect their employment and activities while working and residing in the Area. The Concessioner must conduct orientation programs pertinent to each developed area and the Service once employees are on location.
 - The Concessioner must orient its employees to the resources of the Area, including potential safety hazards and their mitigation. This will include orienting employees to hazards they may encounter on their time off.
 - The Concessioner must emphasize to its employees that the feeding of wildlife is not permitted.
 - The Concessioner may request Service staff present certain topics of interest.

- (e) Hospitality Training. The Concessioner must provide hospitality training for employees who have direct visitor contact. This training must adequately prepare employees to provide exemplary customer service.
 - (f) Resource and Informational Training. The Concessioner must provide training for all employees who provide interpretive and safety information. Training must incorporate information provided by the Service specifically for this purpose.
 - (g) Sanitation Training. The Concessioner must provide sanitation training to food service personnel at the start of their employment in a food service facility and as needed to comply with Applicable Laws, including without limitation the current edition of the U. S. Public Health Service Food Code.
 - (h) Repair and Maintenance Training. The Concessioner must provide repair and maintenance training to employees who perform repair and maintenance. Training must provide employees with a complete understanding of the relevant requirements according to the Secretary of the Interior's Standards.
 - (i) Security Guards. The Concessioner must ensure that the individual security guards are trained in job responsibilities. The Service recommends a total of 24 hours of training.
 - (j) Environmental Training. The Concessioner must provide environmental training to all employees according to its Environmental Management Program.
 - (k) Interpretive Training. The Concessioner must provide interpretive skills training for all employees who provide interpretive, informational and safety orientation information and/or services. The Service will evaluate interpretive visitor services to ensure appropriateness, accuracy, and the relationship to Area interpretive themes.
- (4) *Employee Handbook*. The Concessioner must develop and provide all employees with its employee handbook articulating the policies and regulations of the Concessioner and the Service. The Concessioner must forward a copy to the Service when developed and when revised.
- (5) *Employee Responsibilities*. The Concessioner must require that their employees adhere to all Federal and State laws at all times.
- (6) *Employee Housing, Food and Recreational Service*
- (a) The Concessioner must provide housing and recreational services for its employees.
 - (b) The Concessioner must provide adequate cooking and food storage facilities for employee residences unless it provides food services in the employment location. Food storage facilities must meet Public Health standards and be bear and vermin-proof.
 - (c) The Concessioner must designate a supervisor for employee housing. The Concessioner must provide the supervisor's name and contact information to the Service no later than two weeks prior to the start of the summer and winter seasons.
 - (d) The Concessioner must follow Area policy for employee ownership of pets. Employee pet owners are subject to the same pet restrictions as Area visitors, which are set forth under the provisions of 36 C.F.R., Section 2.15.
 - (e) The Concessioner must inform employees residing in the Concessioner's employee housing area of Service regulations and policies through employee orientation, newsletters, and official advisories and notices provided by the Concessioner or the Service.
 - (f) The content of the employee housing agreement and the employee housing rules and regulations are subject to the approval of the Superintendent. The employee housing agreement must specify housing rates for employees, deposit and refund policies, and assignment policies.
- (7) The Concessioner must submit for approval rates for employee housing, 60 days prior to opening.
- (8) The Concessioner may charge its employees only the amount necessary to recover the cost of providing housing, food, and recreational services.

F) Reservations

- (1) The Concessioner must use a central, computerized reservation system.

- (a) The Concessioner must accept reservations on a 366-day forward rolling basis via toll-free telephone, mail, facsimile and internet at a minimum.
 - (b) The Concessioner must make reservations available and accessible to the public without restriction. The Concessioner may not impose any restrictions or requirements on the ability to create a reservation, including requiring log-ins, creating usernames, or joining clubs or list-serves.
- (2) Website
 - (a) The Concessioner's webpages must include the following:
 - Description of product: brief description of entire lodge as well as description of each room type, including dimensions and square footage
 - Pictures of each room type
 - Rates (average published rate, or seasonal rates)
 - Availability calendar
 - Reservations platform (whether it be direct e-mail or online booking engine)
 - (b) The Concessioner must include the ability for customers to reserve ADA rooms as part of its online reservation process.
 - (c) In the event that the Concessioner manages multiple lodges, the Concessioner must create distinct pages for each lodge.
- (3) Advanced Rate Approvals. The Concessioner may advertise and charge a higher advanced lodging rate for its upcoming season prior to completion of formal rate approvals.
 - (a) The Concessioner must provide the Service its proposed advanced lodging rates, with supporting documentation. This documentation may include data from comparables that support the Concessioner's advertised or projected rates for the advance period, or rate trend data for the comparable property. The Concessioner also may support proposed advanced rates using industry sector indices and/or trend reports, such as the Consumer Price Index (CPI) or Smith Travel Research, or other industry publications.
 - (b) If the final approved rate is lower than the advanced rate, the Concessioner must refund the difference between any advanced deposit and the actual charges to the visitor. If the final approved rates are higher than the advanced rate, the Concessioner must honor the advanced rate for the length of stay.
 - (c) The Concessioner must develop procedures to manage the advanced rate process and provide the process for approval by the Service. The Concessioner must provide accounting and tracking documentation to the Service upon request. The Concessioner must clearly disclose to the public its refund policy regarding advanced rates at the time of reservation and at the time of stay.
- (4) Deposits/Refunds
 - (a) The deposit requirement and refund policy is part of the rate approval process and must be pre-approved by the Superintendent. The Concessioner must include the policy in all accommodation brochures, web sites, and reservation confirmations.
 - (b) The Concessioner may require a deposit to hold a reservation and must accept cash, check, money order, or major credit cards for such purpose.
 - (c) The Concessioner must process refunds within two weeks of cancellation.
- (5) Cancellations. If a cancellation is made within 72 hours of check-in, the Concessioner must refund the deposit in full. The Concessioner may deduct an administrative fee that has been pre-approved by the Service from the deposit. The Concessioner must submit its administrative fee schedule with each rate request. If the cancellation is made in less than 72 hours, the Concessioner may retain the entire deposit.
- (6) Credit and Debit Cards. The Concessioner must honor credit cards to include, at a minimum, American Express, MasterCard, and Visa. The Concessioner must accept debit cards.

G) Wi-Fi

- (1) The Concessioner must provide free Wi-Fi at the Glacier Bay Lodge.

H) General Policies

- (1) Facilities Use
 - (a) Authorized Use. The Concessioner must use the assigned Concession Facilities for activities or services that directly and exclusively support contractual services required and authorized by the Contract.
 - (b) Smoking Policy. All buildings within the Concession Facilities are designated as non-smoking. A copy of Director's Order 50D regarding the Service's policy on smoking can be found at <http://www.nps.gov/policy/DOrders/DOrder50D.pdf>. Tobacco products may not be sold or distributed through vending machines.
 - (c) Quiet Hours. Quiet hours are between the hours of 10:00 p.m. and 6:00 a.m. in all Concession overnight facilities and the Concessioner's employee housing areas.
- (2) Public Restrooms. The Concessioner must keep all public restrooms clean, well-stocked and available to the public during staffed operating hours.
- (3) Lost and Found. The Concessioner will operate its own Lost & Found department in conjunction with the Service's lost and found procedures. All found items will be immediately tagged showing the location found and the name and address of the finder, and placed into a secure location under the control of the Front Desk Manager. In addition, the Concessioner will maintain a log of all lost and found items, tying the item to the tag number and disposition. The Concessioner will furnish a copy of this log to the Service Visitor Information Station (VIS) on a weekly basis. Items found in Concession Facilities must be returned to the owner if possible. All lost and found items will be taken to the lodge front desk for tagging and logging (this includes items from vessels, rooms, lobby, employee areas, etc.). Items not returned to their owners within seven days will be turned over to the VIS.
- (4) Telephone Services. The Concessioner may offer public pay phones with the approval of the Superintendent.
- (5) Vending. If provided as an authorized service, vending and ice machines and their location will be easily identified, adequately illuminated but controlled with sensors to power down lights when not in use to conserve energy and minimize night sky light pollution. Machines will be conveniently located, and of a design and color which complements the aesthetics of nearby buildings and surroundings. Use and installation of vending machines require Service approval. Cigarette vending machines are prohibited.
- (6) Elevator Lift. The Service is responsible for maintenance of the lift providing handicapped access to the upper level of the lodge building (including any necessary inspections).
- (7) Vehicles
 - (a) Licensing, Insurance, Maintenance, and Registration
 - The Concessioner must keep all of its vehicular equipment used to perform services under the Contract properly registered, licensed, insured, and maintained in accordance with all Applicable Laws.
 - The only maintenance activity allowed within the Area is topping off fluids in the maintenance area. All other maintenance activities, including but not limited to washing, fluid changes and painting must take place outside the Area.
 - (b) Identification. Concessioner owned vehicles must be identified with the Concessioner name and logo. The Concessioner must submit color schemes (other than for the company logo) and size of graphics to the Service for prior approval.
- (8) Interactions with Wildlife
 - (a) The feeding of wildlife within the Area is prohibited. The Concessioner must not encourage the feeding of wildlife within the Area by displaying food, such as popcorn and bread, or maintaining hummingbird, seed, suet, or any other type of bird feeders. The Concessioner will not leave food unattended outdoors.

- (b) The Concessioner must display approved signage at all picnic tables informing visitors not to leave unattended food.
 - (c) To prevent wildlife attraction, all solid waste from the Concessioner's operations must be adequately bagged, tied and stored in sealed containers. Outdoor receptacles for trash, food waste, and non-paper recycling must be in bear resistant containers, which must be closed properly at all times. Indoor receptacles should be constructed based on use (i.e., food waste versus office trash). The Service must approve all solid waste and recycling receptacles.
 - (d) The Concessioner and its employees must notify the Service immediately regarding any issues with wildlife, especially bears.
- (9) *Signs.* All signs must be professionally made (not hand-printed) and securely attached.
- (10) *Visitor Comments.* The Concessioner must make Service-approved comment cards available to visitors in order to measure service and quality standards, product mix, pricing, and overall Area experience. At a minimum, comment cards will be included in every guest room and on the tour vessel. The Concessioner must provide the Service with copies of all guest written comments on a monthly basis. The Concessioner must keep an adequate inventory of comment cards available at appropriate locations within the Concession Facilities. At the request of the Service, the Concessioner must also make available Service comment cards at checkout stations/point of sales registers.
- (a) The Concessioner must investigate and respond to all visitor complaints regarding its services within 10 business days of receipt. The Concessioner must provide the Service a copy of the initial comment, Concessioner's response, and any other supporting documentation at the time of the response.
 - (b) The Concessioner promptly must provide the Service all visitor comments that allege misconduct by Concessioner or Service employees, or that pertain to the safety of visitors or employees or concern the safety of Area resources.
 - (c) The Service will forward to the Concessioner any comments and complaints received regarding Concession Facilities or services. The Concessioner must investigate and respond to these complaints within 10 business days of receipt. For all responses, the Concessioner must provide a copy of the response to the Service at the time of the response.
 - (d) Monthly, the Concessioner must provide all customer satisfaction data collected including both written comments and tabulation of rating questionnaires. The monthly customer satisfaction data is due to the Service within 15 days after the end of each month. Upon request, the Concessioner must provide the Service supplemental information that supports the summary provided.

I) Risk Management Program

- (1) The Concessioner must develop and maintain a Risk Management Plan. The Concessioner will make an initial submittal and request for acceptance of this plan to the Service within 120 days after the Contract's effective date, and will submit any revisions by November 30 of each following year thereafter. The program will include, at a minimum, the following components:
- (a) How the policy will be made available to the Concessioner's staff.
 - (b) The name of the Concessioner's local safety and health official.
 - (c) How the Concessioner's management team and staff will be held accountable for carrying out the risk management program.
 - (d) How the Concessioner will ensure that adequate funding is available to support the program.
 - (e) An annual update of the Concessioner's risk management goals and objectives.
 - (f) Annual inspection schedules and the method for ensuring that the inspections are conducted.
 - (g) The Concessioner's method for ensuring that qualified individuals are capable of recognizing and evaluating hazards.

- (h) The Concessioner's records management plan for risk management (e.g., training, inspection and accident/injury records).
 - (i) How deficiencies will be classified (examples) and the hazard abatement schedule for deficiencies classified as:
 - ◆ Imminent danger
 - ◆ Serious hazard
 - ◆ Non-serious hazard
 - (j) The Concessioner's procedures for recording, reporting and investigating employee and guest injuries.
 - (k) How the Concessioner will promote safety awareness for guests.
 - (l) The Concessioner's risk management training plan for employees.
 - (m) The Concessioner's emergency procedures. This includes identifying probable occurrences, coordinating with plans developed by the Service, and identifying how the Concessioner's staff will be trained to implement the plans.
- (2) *Emergency Response for Release of Hazardous Substances.* The Concessioner must provide plans and procedures, equipment and training to employees to respond effectively to releases of hazardous substances for the purpose of stopping the release in accordance with Applicable Laws. These must include, as applicable by regulation, an Emergency Action Plan, Emergency Response Plan, Spill Prevention Control and Countermeasure (SPCC) Plan. The Concessioner must submit these plans to the Service within 120 days of the effective date of this Contract. These stand-alone planning requirements must also be referenced as key parts of the Concessioner's Risk Management and Environmental Management Programs. The Concessioner must provide emergency response equipment as appropriate and maintain it in good condition. These plans must be consistent with each other and integrated with Service emergency response plans.
- (3) *Illness and Infestation Prevention and Response.* The Concessioner must include in its Risk Management Plan its inspection, prevention and response procedures to minimize the risk and impact of common communicable diseases, vector borne illnesses, or pest infestations. The Concessioner must include appropriate elements of these inspection, prevention, and response procedures in its housekeeping, housing management, and facility maintenance procedures. The Concessioner must address at least the following types of infestations and illnesses: bedbugs, norovirus, hantavirus, West Nile virus, influenza, Rocky Mountain spotted fever, and relapsing fever.

J) Emergency Response

The Concessioner must provide plans and procedures, equipment and training to employees to respond effectively to releases of hazardous substances for the purpose of stopping the release. These include an Emergency Action Plan and an Emergency Response Plan. The Concessioner must provide and maintain emergency response equipment as appropriate. The Concessioner must provide these plans to the Service, if requested.

K) Protection and Emergency Services

- (1) Concessioner Personnel. Concessioner-employed security personnel have only the authority of private citizens in their interaction with Area visitors. They have no authority to take law enforcement action.
- (2) Security. During the operating season, the Concessioner must provide security personnel for the employee housing area to handle in-house employee issues and to check concession facilities for security purposes on a 24-hour, 7-day per week schedule. Concessioner-employed security personnel will be empowered to enforce the Concessioner's employee policies and housing regulations. Security personnel will be required to contact Area Law Enforcement staff immediately in the event of any criminal violation of State and Federal Law by concessioner employees. Security personnel should be identified as an employee, in uniform when on duty, with the same standards as for the other employees. The Concessioner's Manager-On-Duty, serving as a security person, will have a visual name tag/badge identifying him/her as such.

- (3) Service. The Service will respond to violations of Federal laws and regulations. State officials may be called to assist in some matters, but this will be accomplished through the office of the Chief Ranger or his/her authorized representative.

L) Fire Protection

- (1) The Service and the Concessioner provide fire protection jointly, with the Service having primary responsibility.
- (2) Concessioner. Fire prevention, protection and suppression must be primary considerations at all Concession Facilities. The Concessioner must suppress structural fires to prevent the loss of human life and limit damage to real property and to cultural or natural resources.
 - (a) The Concessioner is responsible for the operation and maintenance of fire detection and suppression equipment and fire extinguishers in accordance with applicable National Fire Protection Association standards and Service policies and guidelines, including but not limited to DO58.
 - (b) The Concessioner must submit a Fire Protection Plan, prepared in accordance with DO58, to the Concessions Management Office within 60 days of the effective date of the Contract, and then on an annual basis by November 15, if changes occur, for review.
- (3) Service. The Service provides emergency response fire protection services to the Concessioner.

M) Possession of Firearms

- (1) Concessioner employees may not possess firearms while on duty. The Superintendent, in his or her sole discretion, may grant exceptions to this prohibition upon consideration of a written request from the Concessioner's general manager with a thorough explanation of the basis of the request. The Superintendent will provide a written response to the Concessioner.
- (2) Within 60 days following the effective date of the Contract, the Concessioner must develop and provide to the Service its policies concerning firearms within Concession Facilities and regarding the possession of firearms by off-duty personnel living in employee housing. The Concessioner may make employment conditional on compliance with its policy to prohibit firearms in shared quarters, dorms, or other Concession Facilities.

N) Emergency Medical Care

- (1) The Service will provide emergency response medical services to the Concessioner.
 - (a) The Concessioner must provide adequate training and certification to appropriate staff to respond to basic emergency medical needs including cardiopulmonary resuscitation (CPR) and use of an automatic external defibrillator (AED). All reasonable efforts are to be made to see that an employee certified in basic first aid and CPR is on site during all scheduled operation hours and events. All Concessioner employees must be trained in proper emergency reporting procedures and must be instructed to provide essential information, e.g. a call back number at their location.
 - (b) Concessioner must provide at least one AED at the Lodge and one in the employee housing/administration area.
 - (c) The Concessioner must maintain basic first aid supplies at all Concession Facilities. An employee certified in standard First Aid must be available during operating hours.

O) Public Relations

- (1) Required Notices. The Concessioner must prominently post the following notices at all Concessioner cash registers and payment areas:

"This service is operated by (Concessioner's name), a Concessioner under contract with the U.S. Government and administered by the National Park Service. The Concessioner is responsible for conducting these operations in a satisfactory manner. The Service approves rates. "

"This is a facility operated in an area under the jurisdiction of the U.S. Department of the Interior. No discrimination by segregation or other means in the furnishing of accommodations, facilities, services, or privileges on the basis of race, creed, color, ancestry, sex, age, disabling condition or national origin is permitted in the use of this facility. Violations of this prohibition are punishable by fine, imprisonment, or both.

Please address comments to: Superintendent
Glacier Bay National Park and Preserve
PO Box 140
Gustavus, AK 99826
907.697.2230
GLBA_Superintendent@nps.gov

- (2) Public Statements. The Concessioner must refer all media inquiries concerning operations within the Area, questions about the Area, or concerning any incidents occurring within the Area to the Service. This includes all media interviews.
- (3) Use of National Park Service Authorized Concessioner Mark (Mark)
 - (a) The Service has an approved Mark it allows concessioners to use to advertise the official relationship between the Service and the Concessioner. The Mark consists of the official NPS Arrowhead and the words "Authorized Concessioner."
 - (b) Authorized Users. The Concessioner can use the Mark at the start of the Contract in accordance with the approval procedures below. The Concessioner must have received a satisfactory or marginal overall rating in the previous Annual Overall Review to continue to use the Mark following the first year of the Contract.
 - (c) Authorized Uses of the Mark. The Concessioner may use the Mark in publications; written advertising; brochures associated with required or authorized services; web-based information; interpretive materials; broadcasts (television, film or other audio/visual); facility signs designed, constructed, or commissioned for official Concessioner functions or purposes; and signs placed on visitor transportation systems, vessels and aircraft.
 - (d) Prohibited Uses of the Mark. The Concessioner may not use the Mark on merchandise, souvenirs and clothing presented for sale to the public; Concessioner employee uniforms; or Concessioner equipment, including transportation equipment, not specifically providing required or authorized visitor services.
 - (e) Approval. The Concessioner must submit a written request to the Service for approval to use the Mark. The submittal must include proposed applications and sample layouts. The Concessioner may not use the Mark until the Service has approved the request in writing.
 - (f) Artwork and Layout. The Concessioner must use official artwork provided by the Service in accordance with the Authorized Concessioner Mark Guidelines available on the NPS Commercial Services web site.
- (4) Advertisements and Promotional Material
 - (a) Approval. Before the Concessioner distributes any promotional or informational material, the Concessioner must submit the proposed material to the Service for approval. This comprises all promotional and informational material, including website information and social media. The Concessioner must contact the Service well in advance to establish specific time frames for each project review. The Concessioner must remove all unapproved promotional material from circulation at the request of the Service.
 - (b) Changes. The Concessioner must submit all promotional media (including websites) changes and layout to the Service for review **at least 30 days prior to implementation** or printing. The Service will make every effort to respond to minor changes to submissions and other texts within 15 days; however, may require longer periods for major projects or when the Concessioner requests Service staff assistance to

develop the product. The Concessioner should contact the Service well in advance to establish specific time frames for each project.

- (c) Material. The Concessioner should publish all advertisements and promotional material using soy-based inks on minimum 30% post-consumer material paper and tree-free products and double-sided.
- (5) Statements
 - (a) Advertisements must include a statement that the Concessioner is authorized by the Service and the Department of the Interior to serve the public within Glacier Bay National Park & Preserve.
 - (b) Advertisements for employment must state that the company is an equal opportunity employer.

4) UTILITY RESPONSIBILITY

A) Concessioner

- (1) The Concessioner must encourage conservation of energy, water, and other resources through policies, programs, and goals. The Concessioner must participate in energy audits and incentives if offered by its power provider.
- (2) The Concessioner must contract for or provide on its own utility services not provided by the Service including, phone internet, solid waste, propane, and recyclables removal.
- (3) The Concessioner is allowed to include a Service-provided "utility add-on" rate in addition to the rates approved by the Service. In order to include the utility add-on in visitor rates, the Concessioner must submit its year-end data for add-ons collected and utility costs paid to the Service by **February 1 of each year**.

B) Service

- (1) The Service will provide electricity, water, sewage treatment, and fuel storage and handling to the Concession Facilities. If electricity becomes available from another supplier, the Service may discontinue providing electricity and the Concessioner will obtain the electricity from the new supplier.
- (2) The Service will bill the Concessioner in accordance with its Applicable Laws, including without limitation, Service Policy, which requires that utility rates charged to the Concessioner reflect actual costs incurred by the Service.
- (3) The Service will review operating costs for utility systems and services annually and will notify the Concessioner in writing by **November 30 of the rates for the upcoming year**. Rates will be based on the preceding fiscal year's actual costs.
- (4) The Service will determine the utility add-on, if applicable, and notify the concessioner **by March 1**. The add-on will reflect the difference between Service-provided utility rates and industry norm. The Service will annually review the Concessioner's utility add-on reports to compare the projected and actual utility costs and rate add-on.

C) Distribution and Billing of Add-ons

- (1) The Concessioner must distribute Utility Add-ons across those services that are predominant users of the utility. When making this calculation, the concessioner must employ a reasonable method such as using the ratio of departmental revenue relative to gross receipts. The Service will review and approve the distribution annually.
- (2) The Concessioner may not break out utility add-ons as a separate line item on concessioner billing (receipts). The Concessioner must incorporate the add-on amount into the advertised/printed rate.

D) Annual Financial Report

- (1) The Concessioner must not include add-on revenues in its gross receipts for the purpose of calculating franchise fees.

5) SPECIFIC OPERATING STANDARDS AND GUIDELINES

A) General

- (1) The Concessioner must provide all services in a consistent, safe and healthy, environmentally sensitive, and high quality manner and must operate in accordance with the classification and operating standards as defined by the Service.
- (2) Tips. Concessioner employees may accept tips from visitors but cannot solicit tips. This applies to all required and authorized services.

B) Lodging (Glacier Bay Lodge)

- (1) General Operating Standards
 - (a) Front Desk Operations. A front desk agent will be available for guest services for a minimum of 17-hours per day from 6am to 11pm. Telephones should be answered within three rings.
 - (b) Camper services. The front desk will sell vouchers for the camper drop off and pick up services.
 - (c) Telephone Service. Guests will have in-room 24-hour access to incoming and outgoing phone service, electronic messaging or message delivery. Emergency messages must be delivered to the guest immediately upon receipt.
 - (d) Employee Housing. A maximum of eight guest units (units 1-8) may be used for employee housing, subject to approval of the Superintendent.
 - (e) Furnishings. The Concessioner must obtain prior written service approval before implementation of improvements or changes.
 - Case goods (bedroom furniture). The Concessioner must maintain and repair case goods sufficiently to ensure a pleasant and safe guest experience. The Concessioner must repair any scratches or defacement, or replace the piece of furniture prior to renting the room. The Concessioner must track the replacement of bedroom furniture (such as the year purchased, the amount paid and condition when acquired), which the Service may request to review at any time.
 - Soft goods (textiles, e.g., linens and draperies). The Concessioner must keep soft goods clean and free from stains, holes or tears. The Concessioner must keep an adequate inventory of replacement soft goods to replace any damaged soft goods prior to renting the guest room. The Concessioner must track the replacement of soft goods (such as the year purchased, the amount paid and condition when acquired), which the Service may request to review at any time.
 - (f) Housekeeping. The concessioner must provide clean, well-maintained overnight accommodations. At a minimum, the Concessioner must thoroughly clean each guest unit daily, using environmentally sensitive cleaning products where practicable, with complete bed and bath linens changed between stays and daily maid service for multiple-night stays. The Concessioner must provide fresh linens and bathroom supplies upon request; however, the Concessioner must encourage linen reuse during a guest's stay. The Concessioner must inspect a representative sample of rooms in each room type each day.
 - (g) Bathrooms. Shower or tub curtains must be clean and free of rips and mildew. They must be of sufficient length and width to prevent water from flowing onto the floor. Bathrooms must be well illuminated, and shower curtains sufficiently translucent to allow for good transfer of light into the shower enclosure. Other types of enclosures (hinged and sliding doors) must meet the above criteria and must be easily moveable and intact. Sliding door tracks must be cleaned and in good repair.
 - (h) Floors. Floors and floor coverings must be intact and clean. Vinyl floor coverings must be polished, free of cracks, chips, or other signs of wear. Masonry tile grouting must be in good repair and clean. Wood floors should be painted or well sealed. Area rugs must be treated to prevent slipping. Walls, ceilings, and windows must be clean. Windows should open, close, and lock easily.

- (i) All surfaces, including tile and grout, must be free of mold and mildew.
- (j) Amenities. Required amenities are outlined below.
 - Bedroom Linens. The Concessioner must provide a mattress pad, a minimum of two pillows per bed, two sheets per bed, one blanket per bed, and one bedspread or comforter. All linen will be free of stains, rips, and excessive wear and tear and conform to Service standards. The Concessioner must provide an extra blanket in each room in either the closet or bureau.
 - Bathroom Amenities. The Concessioner must provide environmentally Preferable products and amenities, including but not limited to the following: biodegradable soap, shampoo, and conditioner in individual containers or bulk dispensers; toilet paper; and wrapped sanitized glasses in each bathroom. The Concessioner must provide clean towels in good condition. There must be one large bath towel, one hand towel, and one face cloth per person.
 - Guestroom Amenities. The Concessioner must provide hangers, wastebasket, recycling container, guest information, alarm clock, complimentary in-room coffee/tea maker (with automatic shut-off), coffee and teas, cups and glasses, ice bucket, and tissue in each lodge guest room. Disposable cups and glasses must not be made of Styrofoam. The Concessioner must wash and sanitize the reusable mugs or glasses and ice buckets after each guest.
 - Amenities Available by Request. The Concessioner must make some items available for guests either in every guest room or at the Check-in desk or an appropriate location for guest access. These items will include irons and ironing boards, rollaway beds, and cribs. The Concessioner must notify visitors upon check-in if these items are not included in the guest rooms and available from the front desk. The Concessioner must provide these items at no charge unless otherwise approved in the rate approval process.
 - Cribs. All cribs provided by the Concessioner must comply with US federal safety guidelines for Full-Size and Non-Full-Size Baby Cribs as outlined by the United States Consumer Product Safety Commission (16 C.F.R. Parts 1219, 1220, and 1500 (Safety Standards for Full-Size Baby Cribs and Non-Full-Size Baby Cribs; Final Rule)).
- (k) Locks. All guest room doors at lodging facilities must be equipped with a functioning primary and secondary lock. Guests must receive a key to the primary lock.
 - Each door to a connecting room must be equipped with a functioning lock.
 - Windows must be equipped with a functioning lock.
- (l) Tour and Group Meetings and Special Events
 - The use of concession facilities for conventions and/or group meetings (the use of 10 or more rooms or 20 or more people) require approval of the Superintendent prior to booking and will not be approved if the Service determines that the convention or group meeting may interfere with general public use and enjoyment of the Area.
 - The Concessioner must request Superintendent approval of group meetings and special events at least 30 days before the meeting/event date.
 - Tour and Group Bookings. By April 1 of each year, the Concessioner must submit for Service approval its policy on tour and group bookings for the upcoming year. The policy must describe how the Concessioner will balance tour bookings and bookings for the general public. In addition, the policy must include how it will accommodate tour and group dining; package rate offerings; how it will allocate those revenues (e.g., lodging, food and beverage, etc.); billing policies; complimentary room policy; and treatment of tour commissions.

(2) Specific Requirements by Facility. The table below outlines certain amenity and service requirements for the lodging facility. The Concessioner must provide these amenities and services.

(a) Midscale Lodging Description

- General - Consists of establishments that provide for increased enhancements and amenities and services. All rooms or individual cabins have a private bathroom. Services such as business centers may be available. Meeting rooms, fitness centers and restaurants may also be provided.
- Public Spaces - The overall appearance and feel of the public spaces is inviting, attractive with decorative enhancements that are well-coordinated for form and function that provides an obvious degree of comfort.
- Rooms - Guestrooms are reasonably modern and modestly comfortable. Rooms have an inviting, relaxing feel and include modest decorative enhancements.
- Bathrooms - Bathrooms provide coordinated, decorative appointments that include modest enhancements to function, design elements, room size, and/or amenities. Overall feel is of a reasonably modern, enhanced, comfortable bathroom.

Midscale Lodging: Glacier Bay Lodge	
Minimum Requirements	
Bed Sizes	Allowed bed sizes are full, queen, and king. The Concessioner should provide options of these sizes. The Concessioner will replace the existing twin beds as soon as feasible.
Mattresses and Box Springs	Good quality and comfortable mattresses and box springs to be replaced at minimum in 7-10 year cycles.
Bedding	Mattress pad, pillows, triple sheeting with duvet. All linen must be of average quality fabrics, free of stains, rips, and excessive wear and tear. The Concessioner must provide an extra pillow and blanket in each room in either the closet or bureau.
Bathrooms	
Bathroom Linens	Clean linens in good condition are provided. There should be one oversized bath towel and one clean face cloth per person.
Bathroom Amenities	Soap dispenser or bar of wrapped deodorant soap, bar of wrapped mild facial soap, wastebasket, two rolls of toilet tissue, one box of facial tissue, four glasses (plastic or recyclable material acceptable), ice bucket, plastic bag liner for ice bucket, conditioning shampoo. More coordinated, decorative enhancements for function, design elements, room size and/or amenities. Overall feel is of reasonable, modern, enhanced, comfortable bathroom.
Guestroom Amenities	
Refrigerators	No
Hair dryers available	In-Room
Alarm Clock	In-Room
Iron and Ironing Board (irons must have automatic shut-offs)	Sufficient number available at Front Desk
Distressed Passenger Amenities - Complimentary toiletries available upon request (i.e. toothbrush,	Available through Front Desk/Housekeeping

Midscale Lodging: Glacier Bay Lodge	
toothpaste, sewing kits)	
Coffee Maker and Supplies	In-Room
Hangers	Plastic or wooden; non-removable
Informational and Other Collateral Material; stationery, postcards and writing paper	Orientation material available in-room and at registration; in-room must include specific attraction brochures for highlighted events within the Area; stationery, postcards and writing paper
Guest Room Inspections	All units to be inspected daily

C) Regularly Scheduled Day Boat Tour Operation

- (1) The Concessioner must provide a regularly scheduled day boat tour of Glacier Bay on a route determined by the Service, a minimum of five days each week throughout the operating season. By November 1 of each year, the Concessioner will propose to the Service in writing, for prior approval by the Service, the days of the week the day tour boat will operate for the upcoming operating season. Once approved, those days of the week will not change for the operating season. The Concessioner is allocated one tour vessel entry for each approved day in the schedule.
- (2) The Concessioner may provide boat tours directly or through a Service-approved agreement. The Concessioner must sell day tour tickets; ticket sales cannot be included in an agreement.
- (3) If the Concessioner chooses to provide boat tours through an agreement, the Concessioner must submit the agreement to the Service for approval before it is finalized. The Service will review the agreement within 30 days of submission. In addition to the terms and conditions the Concessioner and the company deem necessary to conduct operations, the agreement must include the following:
 - (a) Full legal name of individual or legal entity that owns the vessel and, if different, operates the company;
 - (b) Term of the agreement;
 - (c) Description of the services to be provided by the company;
 - (d) Qualifications of captains;
 - (e) Responsibilities of the parties (including, for example, the specific provisions of the Operating Plan for which the company will be accountable, specific documents the company is required to provide the Concessioner and when);
 - (f) Procedures to be followed in the event the vessel will be out of commission;
 - For standard maintenance;
 - Due to unanticipated circumstances;
 - (g) Agreement by the company to comply with all applicable laws and regulations pertinent to the services the company is providing under the agreement;
 - (h) A termination clause provision specifying:
 - That the agreement may be terminated by the Concessioner at the request of the National Park Service in the event the Superintendent determines that the visitor services covered by the agreement have not been provided to the satisfaction of the Director; and
 - The process by which such action might occur, including the provision of notice to the company;
 - (i) Acceptable insurance requirements and liability provisions, including listing the National Park Service as an additional insured; and,
 - (j) Prohibition against sale, transfer or assignment of the agreement.
- (4) *Incident Reporting.* Concession vessel operators will immediately report the following incidents by radio to KWM 20 Bartlett Cove: (This does not relieve the vessel operator of other reporting

requirements under all Applicable Laws such as to the USCG or Alaska Department of Environmental Conservation.)

- (a) Personal injury to a visitor or crewmember that may result in a tort claim or requires medical attention other than minor first aid.
 - (b) Marine casualties or oil spills as defined by all Applicable Laws including, but not limited to Coast Guard regulations.
 - (c) Wildlife incidents involving injury, property damage or threat to humans.
 - (d) Any campers who missed a scheduled pick-up.
 - (e) Disruptions or alterations in service.
 - (f) Any whale strike.
- (5) Operating Requirements
- (a) The Concessioner will take every precaution necessary to insure that its vessel's wake will not injure a visitor or cause damage to other vessels or the Bartlett Cove Public Use Dock.
 - (b) Area regulations prohibit operating a vessel in excess of 5 mph or creating a wake within 300 ft. of the Bartlett Cove Public Use Dock.
 - (c) When traveling within ½ mile of a shoreline and overtaking another vessel or kayak in the water or on shore, Concessioner vessels should be slowed to a speed that will reduce the impact of their wake on the smaller vessel.
 - (d) When a cruise-ship transfer is in progress, Concessioner vessels should avoid creating a wake that could endanger boarding personnel.
 - (e) When a Concessioner vessel is overtaking a Service transfer vessel, the captain will radio the Service transfer vessel and coordinate a course that will minimize potential conflict.
 - (f) Vessel operators of all Concession vessels will report all sightings of whales by marine band radio to KWM 20 Bartlett Cove if requested by the Service.
 - (g) The Concessioner will not cache or store materials, supplies, or equipment of any type at any location in the Area, except within Concession Facilities.
- (6) *Vessel Requirements.* The Concessioner must obtain NPS approval of the vessel prior to its use. The approval will include the maximum number of kayaks the vessel is allowed to carry. The vessel must meet all Applicable Laws, including but not limited to, the following.
- (a) The Area Vessel Management Plan. All vessels operating in Glacier Bay National Park & Preserve must comply with the Vessel Management Plan. The plan is on the Park's website at <http://www.nps.gov/glba/parkmgmt/vessel.htm>. The Concessioner must comply with 36 C.F.R. 13.65.
 - (b) Carry U.S. Coast Guard approved covered inflatable life rafts capable of carrying all passengers and crew and mounted to be automatically deployed in case of emergency.
 - (c) Have appropriate U.S. Coast Guard certification to perform camper and kayaker drop-offs.
 - (d) Have appropriately sized personal flotation devices (pfd) onboard for all passengers, including adults and child-sized pfd.
 - (e) Have at least one crewmember certified in standard First Aid, CPR and use of the automatic defibrillator on the vessel during all day tours.
 - (f) Carry a first aid kit, including blood pressure cuff and stethoscope, oxygen capacity for delivering six liters per minute for 60 minutes, and an automated external defibrillator. The contents of the first aid kit will be subject to review by the Chief Ranger.
 - (g) Only discharge wastewater into the Service operated wastewater treatment plant at Bartlett Cove in accordance with Exhibit H Maintenance Plan.
 - (h) Have a bilge monitoring system that prevents discharge of oil or oily water, except in an emergency.
 - (i) Have a properly registered and programmed Class A Automatic Identification System (AIS) in operation while the vessel is in service.

- (j) Any additives to the holding tank waste require specific Service approval. Enzyme based formulas with no quaternary ammonia or formaldehyde (for example, Southland Organics "Port" and Eco-Smart "Holding Tank Deodorant") are acceptable additives when used at or below manufacturer recommended concentrations.
- (7) *Minimum specifications.* In addition to the above Vessel Requirements, the vessel must meet the following minimum specifications and requirements.

(a)	Passenger Capacity. The minimum passenger capacity is 100 passengers, seated comfortably indoors.
(b)	Kayak Capacity. The vessel must be able to hold safely a minimum of 8 kayaks.
(c)	Tonnage. The vessel must be less than 100 tons gross (U.S. System) or 2,000 tons gross (International Convention System).
(d)	Speed. The vessel must be capable of traveling at a sufficient speed to meet the requirements set out in (10)(b) below, taking into account tides, speed restrictions at 36 C.F.R 13.1176 and whale water restrictions at 36 C.F.R 13.1174.
(e)	Design. The vessel must have an efficient and effective de-fogging system on all viewing windows.
(f)	Airborne and Underwater Noise: Per 36 C.F.R 2.12, less than 60 dB, A-weighted, at 50 ft.
(g)	Service display area. The Concessioner must provide at least 10 square feet of table or counter top display space and 12 square feet of wall space in an accessible, smoke free, indoor public area for Service interpretive visitor information (maps, reference books, hands-on items, exhibits, etc.).
(h)	Wastewater. Vessel must comply with all EPA and U.S. Coast Guard requirements. At a minimum, the vessel must use U.S. Coast Guard certified Type I or II (on-board treatment) Marine Sanitation Device (MSD) and Type III (holding tanks for pump-out) (MSD).
(i)	Hull Type. The hull must be certified for intentional groundings and designed to safely carry, load and off-load kayaks (and persons) to and from the shore.
(j)	Public address system. Wireless or cordless microphone that broadcasts on both inside and outside speakers for NPS interpretive program).

(8) *Vessel Reporting Requirements.*

- (a) The Concessioner must submit to the Superintendent within 60 days of the effective date of the Draft Contract, the vessel specification form provided as an attachment to this Operating Plan.
- (b) The Concessioner must have the written approval of the Superintendent prior to making any vessel additions, major modifications, replacements, substitutions, or additional vessels. The request for approval should include vessel specifications, impact on prices and visitor service and environmental concerns, such as sound signature above and below water, probable wake, emission, refuse handling, waste treatment, etc. Requests for emergency vessel replacements or substitutions will be considered expeditiously.
- (9) *Day Tour Requirements.* Consistent with safe vessel operations, the Concessioner day tour will:
- (a) Operate one trip per day, a minimum of 5 days a week, as approved by the Superintendent.
- (b) Follow the route provided by the Service. The Service will provide the route to the Concessioner by January 30 of each year. The route will include the following:
- Spend at least 15 minutes at South Marble Island.

- Spend at least 30 minutes at the face of Margerie or Johns Hopkins Glacier.
 - Allow at least one (1) hour in total for opportunistic wildlife viewing. Some prime viewing locations could include Oystercatcher Creek, Geikie Inlet, Gloomy Knob and the outwash at Tidal Inlet, near Grand Pacific Glacier or Russell Island cut.
- (c) The Concessioner may propose a shorter or longer trip to the Superintendent for approval. A shorter trip must be supported by a vessel capable of the higher speeds required. A longer trip must be supported by specifying what additional services will be provided to facilitate passenger comfort and enjoyment during the longer journey.
- (d) Shut down internal combustion engines, if safe to do so, while viewing primary tidewater glaciers and wildlife.
- (e) Windows must be kept clean and fog free to provide good viewing areas from inside and out on the deck.
- (f) Limit Concessioner announcements to those required for proper operation of the vessel.
- (g) Provide binoculars, for loan or rent, in quantities sufficient to meet demand.
- (h) On-board Interpretation. The Service will provide Service Interpreters aboard the Concession tour vessel at the discretion of the Superintendent. The Concessioner may provide additional interpretive services that would complement the existing Service interpretive program, subject to approval of the Superintendent. Any Concessioner interpretive services will be subject to the approval of the NPS and will be coordinated with the Service interpretive program.
- (i) The Concessioner vessel operators will attend an Area boater orientation for tour vessel operators prior to operating a vessel within the Area or immediately upon entering the Area. Concessioner vessel crews will receive an Area boater orientation within a week of reporting for duty in the Area.

D) Food and Beverage

(1) General

- (a) Management. The Concessioner must ensure that a manager and/or other key personnel are visible in the food service outlet during all operating hours.
- (b) Menus. All menus will maintain a price range that accommodates the general range of Area visitors, and be in accordance with the Service core menu concept. The Concessioner will ensure that core menu items are available throughout the operating season, and that portion size, quality and presentation are consistent with the approved product.
- (c) Food Safety Certification. The Concessioner must have at least one full-time certified food safety manager certified as a ServSafe Food Protection Manager by the National Restaurant Association.
- (d) Alcoholic Beverage Sales
- The Concessioner may provide alcoholic beverage service at the Glacier Bay Lodge.
 - The Concessioner may sell beer and wine on the Day Tour Boat.
 - Staff serving alcoholic beverages must meet or exceed all applicable State of Alaska requirements for serving these beverages (AS 04.21.025. Alcohol Server Education Course.) The Concessioner must have at least one full-time manager who is knowledgeable of these laws.
- (e) Public Health. All food preparation and dishwashing must conform to U.S. Public Health Code requirements.
- (f) Product Availability. Items listed on menus and menu boards should be available during the entire serving period.
- (g) Healthy Food Offerings. The Concessioner must ensure the following minimum standards.
- Underlined terms are defined in the NPS Healthy and Sustainable Food Choice Glossary, Attachment 1 to this Operating Plan.

- Concessioner menus and menu boards are subject to Service review and approval.

I. HEALTHY FOOD STANDARDS – FRONT COUNTRY OPERATIONS	
A. Food Ingredients and Choices: Applicable to the portion of the menu as specified.	
1. Overall Menu: Applicable to the entire menu.	
<u>Vegetable and Fruit Option</u>	Offer all entrées or full meals with at least one serving of a fruit or vegetable. Where food is available only à la carte, offer fruits or vegetables as side dishes on the menu.
<u>Low-fat and Fat-free Dairy</u>	Where milk and milk products are offered, offer low fat or fat-free milk and milk products.
<u>Beverages with No Added Sugar</u>	At least 30 percent of beverages offered must have no added sugar (e.g., high-fructose corn syrup, fructose, fruit juice concentrates, honey, sucrose, dextrose).
2. For Certain Menu Choices: Applicable to two core menu items: <i>one vegetarian</i> and <i>one non-vegetarian</i> . Applies to sit-down meals as well as grab-and-go and cafeteria offerings.	
<u>Light/Lite</u>	Entrée, including sides, is <u>light</u> and contains approximately 800 or fewer calories for adults and 600 or fewer calories for children when prepared according to the recipe.
<u>Fat</u>	Entrée is designated as <u>low fat</u> .
<u>Sodium</u>	Entrée is designated as <u>low sodium</u> .
<u>Hormones and Antibiotics</u>	Meat, seafood and eggs have <u>no added hormones and are antibiotic-free</u> .
<u>Whole Grain</u>	Where grains are offered in entrées, they are <u>whole grains</u> .
B. Food Preparation	
<u>Portion Sizes</u>	Offer half servings or reduced portion sizes when possible such as when items are prepared in bulk (e.g., pasta, soups) and are served to order.
<u>Frying Oil Used</u>	Offer the choice of steamed and grilled food rather than fried when food is made to order. Do not use artificial trans fats in frying or as ingredients in any foods on the menu.
C. Food Education	
<u>Signage and Labeling</u>	Identify “healthy choice” options that meet the NPS healthy food choice standards with a designated symbol and key on menus, signs, and other materials to educate visitors on these items. Use signs or other materials to educate visitors on the importance of healthy food.
<u>Placement</u>	For grab-and-go food establishments, ensure that healthier options are placed where they are noticeable and more likely to be purchased.
<u>Nutritional Data</u>	Provide specific nutritional information for core healthy food menu items upon request. At minimum, this information should include the labeling facts recommended by the USDA’s Dietary Guidelines for Americans. (The percent daily values and vitamin labels are not necessary).
<u>Marketing</u>	Do not offer fried items as “specials” or “featured” items.

- (2) Food Safety Certification. All food service employees must have a current food safety certification as required by state, county, or local health department.
- (3) Public Health. All food storage, handling and service must conform to the requirements contained in the most recent edition of the Food Code, as published by the U.S. Food and Drug Administration, including the Hazard Analysis Critical Control Point (HACCP) system.
- (4) Reduction of Food Waste and Recycling of Beverage Containers. The Concessioner must use and supply bulk condiments to minimize packaging where feasible. The Concessioner must sell prepackaged beverages and packaged food items in recyclable containers and provide appropriate recycling containers in the food service area. If disposable table settings are needed, the Concessioner should use biodegradable disposable products (e.g. cups, plates and cutlery).
- (5) Specific Standards by Facility Type. The table below classifies each of the existing food and beverage outlets by certain categories. The table on the following pages outlines certain amenity and service requirements for each classification. The Concessioner must provide these amenities and services.
 - (a) Family Casual Dining Description. This classification of casual dining restaurants emphasizes comfort foods rather than themes. Family casual dining serves from one to three meals a day and may provide longer service hours than upscale casual and fine dining. Guests are seated and served by wait staff in booths or tables. There is often a de-emphasis on the sale of alcoholic beverages. Enhancements to food presentation, such as the use of common garnishes and somewhat decorative dishware may be present. The menu offers a wide selection of value-conscious items featuring familiar favorites or home-style foods. Table service is casual, relaxed and relatively fast. Children's menus are typically available. Flatware, china and silverware are basic and functional. Table settings are basic and simple.
 - (b) Limited – Quick Service. The primary focus of these facilities is to provide familiar foods served quickly at an economical price. The overall style of service is grab and go or quick self-service. Food is typically cooked in bulk in advance and kept hot, either on site, or prepared off-site and wrapped and pre-packaged. Made to order meals are typically not provided and food is usually ready to take away. This type of limited service outlet typically serves a transient guest, where the propensity to take out outweighs the tendency to dine in, though limited seating may be provided. Guests generally walk to a counter or use a drive-through window to give their order, and menu items are relatively simple to prepare. If guests eat on-site, they typically seat themselves. A secondary staff role may include bussing tables or refreshing drinks. These facilities typically serve from one to three or possibly four (late-night) meals a day and most establishments do not offer alcoholic beverages. The menu selection may be limited to a quick service outlet's specialty, such as hamburgers, fried chicken, pizza or tacos - or provide basic sandwiches, salads etc.

Classification	Family Casual Dining	Limited – Quick Service
Facility Locations	Dining at Glacier Bay Lodge	Day Tour Boat

Service Level	Family Casual Dining	Limited – Quick Service
Reservations	Reservations, if accepted are not required to be confirmed. If pagers are used, they should buzz/vibrate discretely and not be overly noisy.	Not accepted
Menu Item Availability and Advisories	Items listed on menu may vary by serving period and should be available during the entire serving period, except for nightly specialty items that may have a limited inventory.	Items listed on menu should be available during the entire serving period.
Initial Greeting and Seating	Acknowledgment of guest arrival is prompt, polite, and friendly. Guests are provided with an expected waiting time as appropriate. Designated greeter greets guests.	NA
Wait Services	Bread service should be offered promptly after seating;	NA

	water offered promptly after seating.	
Printed Materials (Menus, wine lists, etc.).	Clean, attractive, easy to read, free of penciled corrections, and appropriate for the facility and services provided. Materials should be professional in appearance and sufficient in number. A copy of the menu should be posted in a conspicuous location at or near the facility entrance.	NA
Tableware	Dishes and other tableware must be clean, unspotted, and free of discoloration, chips and cracks. Flatware must be of everyday lightweight grade quality and washable. Dishes are predominantly basic quality china or washable plastic. Condiment containers and other side dishes may be plastic.	May be washable or compostable. If washable, tableware should be matching, and free of cracks and chips.
Table Appearance	Tables may be set with common decorative enhancements such as artificial flowers, pottery or basic candles with or without holders. Utensils are typically rolled in paper or plain cloth napkins. If provided, tablecloths are appropriately sized, of good quality and free of tears, rips and stains. If tables are uncovered, table surfaces should demonstrate a good quality finish and be free of scratches and rough edges. Place mats, if used instead of tablecloths must be clean and intact. Tables must be set with salt, pepper, sugar, sugar substitutes and selected condiments. Other table decorations, if used will be appropriate to the level of service and decor and not overly clutter the table.	Limited or none
Condiment Availability	Condiments should be offered on table as mentioned above.	Condiment should be readily available in convenient and clean areas. Condiments should be maintained at appropriate temperatures and replenished as necessary.
Payment Departure/Exit	Check presented after meal or upon request. Server discretely handles settlement of check at table and thanks guest. Check presented in a folder. Family casual dining payment may be made at the table or at a central cash register.	On the Day Tour Boat, light breakfast, lunch, and hot and cold beverages must be provided at no additional charge.

E) Retail

- (1) Merchandise Plan. The Concessioner must develop and implement a merchandise plan that incorporates the Area's interpretive themes, environmental issues, educational themes, and recyclable products affect. The plan must consider green purchasing, giving preference to locally produced, recycled-content, and reusable items. The Concessioner must develop its Plan within 60 days of the effective date of the Contract, and then update the plan on an annual basis by November 15. Concessioner may not implement the plan until approved by the Service.
- (2) Grocery and Sundry Items. The Concessioner must provide an appropriate selection of convenience items, camping and sundry items consistent with visitor needs.
- (3) Items Available for Sale. The Concessioner may only offer items necessary for visitor use and enjoyment of the Area, including beverages, snack foods, camping supplies, personal items, clothing, film and gifts or souvenirs. The Concessioner must offer diverse merchandise across a range of prices.
 - (a) The Concessioner must offer items that incorporates Area's interpretive themes, environmental issues, educational themes, and recyclable products affect

- (b) Prominently display items directly related to the natural and cultural values of the Area, including authentic Alaska Native handcrafts. The Concessioner will give preference to sale of locally produced items as much as is economically feasible.
 - (c) The Concessioner may sell merchandise sold primarily for employee convenience at the discretion of the Superintendent and, to the extent possible, must display this merchandise less prominently than visitor merchandise.
 - (d) The Superintendent has the right to review and approve all merchandise sold in the Area. The Concessioner must promptly remove items determined by the Superintendent to be inappropriate and unacceptable for sale. .
 - (e) The Service does not prohibit foreign-made merchandise, but it should not dominate gift shops.
 - (f) The Concessioner must obtain prior approval from the Service before selling any merchandise or novelty items containing parts of biological specimens (e.g. teeth, bones, seashells, etc.)
- (4) Made in America. The sale of American-made merchandise is preferred. The Concessioner should give prominence to American-made merchandise and clearly label these products as "Made in America." While American-made items are preferred, some desirable merchandise may not be available from U.S. manufacturers at all or not available at reasonable prices. In these cases, the Concessioner should purchase "U.S. Finished" items.
- (5) Items Not to be Sold or Displayed. The Concessioner must not sell:
- (a) Merchandise that offends normal standards of taste or violates conservation principles.
 - (b) Original prehistoric or historic archaeological specimens and biological specimens. The Concessioner may sell replicas if they are labeled clearly as replicas.
 - (c) Plant material or other natural materials originating in the Area. Animal skins fabricated into such items and leather gloves, belts, jackets, purses, etc., are acceptable if the Concessioner obtains a statement from the manufacturer stating the skins were obtained from legally authorized sources and not from threatened or endangered species.
 - (d) Merchandise or novelty items containing whole biological specimens (e.g. scorpions, butterflies, snakes, coral, etc.).
 - (e) Toy guns
 - (f) Wildflower seeds.
- (6) Specific Items to Be Sold on the Day Tour Boat. The Concessioner must sell, at a minimum, the following items. The Concessioner may sell other items with approval of the Superintendent.
- (a) warm hats
 - (b) gloves
 - (c) sweatshirts
 - (d) batteries
 - (e) rain ponchos
 - (f) snacks
- (7) Labeling and Certification
- (a) The Concessioner must mark all merchandise with a selling price and point of origin. Identical items may be marked by a single sign rather than individually. Acceptable labels include grease pens, stringed tags, bar codes and other methods with the approval of the Service.
 - ◆ The Concessioner must specifically label Made in America and regional products as such.
 - ◆ The Concessioner must specifically label handicraft items as such.
 - ◆ The Concessioner must label merchandise made from natural products to indicate that it obtained the product from legally authorized sources outside of the Area and not from rare, threatened, or endangered species.
 - ◆ Environmental Product Labeling. Merchandise considered to be environmentally preferable (i.e. organic, locally/regionally produced, made of post-consumer

- recycled content, reusable, made from renewable resources, biodegradable, etc.) should be labeled to indicate its environmentally-preferable status.
- (b) Certification. If a merchandise item is considered a handicraft or Alaska Native handicraft, the Concessioner must have a certificate from the U.S. or authentic Alaska Native handicraft producer or association of producers that the item was made in accordance with the production of standards required for that designation.
- (8) The Concessioner must maintain adequate records to verify the adjustments made to gross receipts related to the sale of Native Alaska Handicrafts. These records must provide verification of actual sales through use of a separate cash register key or a similar system. The Concessioner must maintain and provide for review, upon the request of the Superintendent, certification of authenticity of all Native Alaska Handicrafts for which an exception to franchise fee is claimed. The Concessioner must submit procedures to meet this requirement upon request of the Superintendent.
- (9) Facility and Merchandise Appearance
- (a) Where applicable, views from the exterior looking in (i.e., from building exterior or from lobby into area) should not be impeded by signs in windows or other obstructions.
 - (b) Floor areas are to be clean and free of clutter. A routine cleaning program should occur at a minimum of once per day, either before daily opening or at the end of the day, with special attention to all floors.
 - (c) Merchandise shelves and other glass areas (e.g., store windows) are to be well maintained, and free of dust and fingerprints.
 - (d) Merchandise Display. The Concessioner must maintain products that might present safety or security concerns for children in areas that are not within easy reach and can be easily monitored or controlled by an employee. Displays should not be top-heavy, and the Concessioner should pay special attention to the appropriateness of merchandise near checkout areas. Glass shelving in visitor contact areas must have rounded edges. All relevant retail items must prominently display items of interpretive value and general value in natural and cultural education.
 - (e) All merchandise should be undamaged, rotated on a regular basis, and checked for cleanliness. The store should not be overcrowded, allowing at least three feet of aisle space between shelving. Lighting must sufficiently illuminate items.
 - (f) The Concessioner must display prominently items of interpretive value and general value in natural and cultural education.
- (10) Storage. Merchandise is to be securely stored during off hours, preferably not on the floor. Storage areas should be kept neat and clean and, to the greatest extent possible, remain out of view to visitors.
- (11) Environmentally Preferable Materials. The Concessioner will sell environmentally preferable products when economically and technically feasible and appropriate. As appropriate, informational tags will be attached to the sales item to show their relationship to Area themes and environmental attributes (e.g., clothing made from organic cotton) or display signs will be posted with same information.

F) Camper/Kayaker Drop-Off

- (1) The Concessioner will provide daily backcountry vessel drop-off/pick-up services accommodating campers and a minimum of 8 kayaks.
 - (a) Drop-offs and pick-ups will be on a regular schedule. If a backcountry party is not present at a scheduled pick-up, Service Visitor Protection Staff must be notified as soon as radio communication is possible. Unless directed otherwise by the Service, the Concessioner will continue the scheduled trip.
 - (b) The Service may change drop-off sites at any time when required for protection of Area resources or visitor safety. The drop-off sites are determined on an annual basis and the Service will provide them to the Concessioner. The 2016 schedule should be available from the Service in the fall of 2015. If the Concessioner is unable to reach the drop-off/pick-up location within one hour of the scheduled time, the captain will

immediately notify the Service. In cases where weather, mechanical or other conditions prevent scheduled pick-ups, the Concessioner will consult with the Service and develop a plan for notifying and ultimately picking up campers.

- (c) Responsibility for notification and pickup of stranded campers lies with the Concessioner, provided the stranding of the campers is due to the Concessioner failing to meet scheduled pick up time. In general, when mechanical problems preclude a scheduled pick-up, the Concessioner will be expected to arrange for another vessel to complete the pick-up(s).
- (d) The front desk staff at the lodge will inform each person purchasing a camper drop-off or pick-up voucher that camping permits are required and that a copy of the camping permit must be available when they board the vessel.
- (e) Prior to boarding, the drop-off vessel crew will verify that each group scheduled to be dropped-off in the backcountry has a valid camping permit. Campers without camping permits will be directed to the VIS for a permit. Camping permits are not required for Federal employees on official business or backcountry users planning a day trip.
- (f) All visitors, their kayaks and gear will be picked up at each pick-up location. If, because of time or capacity constraints, the drop-off vessel is unable to accommodate all the individuals at each site, the Concessioner will provide another vessel to retrieve the individuals.
- (g) The Concessioner will maintain a log of all drop-offs and scheduled pickups and provide passengers getting dropped off with an orientation regarding drop-off/pick-up procedures. The Concessioner will maintain a log of scheduled drop off and pick-up dates and not overbook kayaks/campers beyond the vessel capacity.
- (h) The Concessioner must not carry more kayaks than can be safely accommodated on the vessel and must not place kayaks in areas that detract from the safety and/or experience of the tour passengers, crew, and vessel.

G) Ground Transportation Operations

- (1) The concessioner must provide ground transportation between the Lodge, the Gustavus airport, and the state ferry dock. Buses or vans should be waiting for incoming guests as they arrive at the airport or dock.
- (2) The Concessioner must charge all passengers the approved rate for ground transportation.
- (3) Vehicle Maintenance and Emergency Response
 - (a) Vehicle maintenance will not be performed in visitor use areas. The Superintendent will designate areas for vehicle maintenance and concessioner parking.
 - (b) Individual fleet and public service vehicles should carry, at minimum, enough absorbent materials to immobilize effectively the total volume of fluids contained within the vehicle.
 - (c) Vehicles and operators transporting hazardous materials must have applicable Department of Transportation (DOT) certifications/registrations, and operators must be knowledgeable of local emergency response and personal safety protocol.

H) Dock Use

- (1) Dock space number one (see attachment 3, Guide to Docking: Bartlett Cove Public Use Dock), on the west end of the Public Use Dock, is reserved for the Concessioner's use for the Day Tour vessel operations. The Service will notify the Concessioner about any changes to dock space.
- (2) All other concessioner use of the docks will comply with general Area regulations.

I) Fuel Services

- (1) Operations
 - (a) Hours of Operation. Minimum hours of operation will be 8:00am to 6:00pm during the operating season.

- (b) Available Fuels. Gasoline, diesel, outboard motor oil and other lubricants must be readily available to the boating public. White gasoline or similar camp-stove fuel must be available for campers.
- (c) Fueling Procedures and Training
 - The concessioner will develop, implement and maintain standard operating procedures ("SOPs") for fuel dock operations.
 - Only those Concessioner employees trained on fuel dock operation SOPs will be permitted to work on the fuel docks. A listing of those trained staff will be provided to the Service and will be posted in a prominent and visible location at the Fuel Dock Office.
 - Fueling will be conducted in accordance with procedures specified in NFPA 30A, Code for Motor Fuel Dispensing Facilities and Repair Garages.
- (d) The Concessioner will promptly answer calls for fuel either in person or by radio/telephone communications.
- (e) Fueling employees will be available on the fuel dock to dispense fuel within 15 minutes of the initial call. Fuel employees will be responsible for the proper fueling of all vessels (private and Concessioner-owned) and instructing the boating public who wish to fuel their own vessels on the appropriate safety and environmental measures that must be undertaken prior to and during fueling the vessel.
- (f) Concessioner will display appropriate signage to discourage customers from "topping-off" to prevent overfilling fuel tanks.
- (g) The concessioner will provide (for sale to the public when necessary) and require customers to use, materials to control fuel spills during fueling where economically and technically feasible and appropriate. These include, but are not limited to, the use of absorbent materials for nozzles, fill pipes and vent lines to collect overflow and spillage.
- (h) Portable gas tanks less than 12 gallons in volume will be removed from vessels and will be fueled in secondary containment (e.g., plastic tub) provided by the concessioner.
- (i) The Concessioner will provide, and insure proper use of, absorbent pads and overflow capture devices during all vessel fueling. The Concessioner will keep fuel absorbing materials in the spill containment area surrounding the fuel dispensing nozzles and keep the containment area free of water and free product. Saturated absorbent materials and water will be disposed of using the proper procedures.

J) Public Showers and Laundry

- (1) The Concessioner must maintain and clean the facility on a regular schedule, no less than daily but more often if needed, to maintain clean, sanitary conditions with adequate amounts of hot water. Concessioner will perform frequent checks of the facility to determine cleaning needs.
- (2) The Concessioner must note cleaning dates and times on a record maintained within the room, replace shower curtains as often as necessary, and frequently check and resupply all supplies (soap, paper towels, and toilet paper).

K) Bicycle Rental (Authorized Service)

- (1) *General*. Bicycle rental services, if provided, will comply with the following:
 - (a) The Concessioner may rent bicycles as space safely permits. The Concessioner must keep bicycles in racks in a Service approved location.
 - (b) The Concessioner must provide bicycle helmets of proper size with each rental.
 - (c) The Concessioner must provide a map showing permitted areas of use with each rental. The employee renting the bicycle must reinforce this information verbally.
- (2) The Concessioner must provide the rental agreement to the Superintendent for approval before implementation. The rental agreement must include a statement signed by the renter that they will limit use of the bicycle to the permitted areas.

- (3) The Concessioner must maintain bicycles in accordance with manufacturer recommendations and check bicycles for proper operation prior to each rental.

L) Interpretive Services

- (1) General
 - (a) The Concessioner is not required to provide formal interpretive services. The Concessioner, however, will ensure that employees possess general knowledge of Glacier Bay National Park & Preserve's goals, resources, history, environmental and other management concerns commensurate with the employees' position.
 - (b) Any Concessioner interpretive services will be subject to the approval of the Service and will be coordinated with the Service interpretive program.
 - (c) Bus drivers should welcome visitors and provide an accurate orientation to the Area on trips between Gustavus and Bartlett Cove.
 - (d) The Concessioner must display or distribute interpretive materials provided by the Service.

6) REPORTING REQUIREMENTS

A) Concessioner Operational Reports

- (1) The Concessioner must provide the Service all supporting documentation for all operational reports upon request.
- (2) Management Listing and Organizational Hierarchy. The local General Manager must provide the Service with a list identifying key Concession management and supervisory personnel by department with their job titles, and office and emergency phone numbers by May 1 of each year. The Concessioner must notify the Service of any change in key management personnel.
- (3) Incident Reports. For the incidents below, the Concessioner must immediately use "911" reporting procedures. After using the "911" reporting procedures, the Concessioner must immediately contact the Service Visitor Information Station at 907-697-2627 or Dispatch Center at the Alaska Regional Communication Center 907-683-9555, and/or any other means necessary to make the Service aware of the emergency.
 - (a) Any motor vehicle accident resulting in property damage, personal injury, or death
 - (b) Any incidents with property damage over \$500.
 - (c) Any fatalities or injury sustained by a visitor or employee in a concession facility, and/or all medical emergencies must be reported promptly to the Service Dispatcher.
 - (d) All suspected or known regulatory or criminal violations.
 - (e) Other incidents that may affect Area resources (e.g., fires, hazardous material spills) or violate state and federal law.
 - (f) A summary of all incidents occurring during the month must be included in the consolidated month-end report.
- (4) Human Illness Reporting. The Concessioner immediately must report any suspected outbreak of human illness, whether employees or guests, to the Service. A suspected outbreak of human illness is two or more persons with common symptoms that could be associated with contaminated water or food sources or other adverse environmental conditions. Reports must be made by telephone.
- (5) Survey Response Data. All customer satisfaction data collected by third parties for the Concessioner must be provided to the Superintendent in summary form within 30 days of receipt. The Superintendent reserves the right to review supplemental information that supports the summary provided.
- (6) Environmental Report. The Concessioner must issue an environmental report within sixty (60) days of the effective date of the Contract, and then on an annual basis by February 15. If changes occur, the report must contain any violations, and addresses the current status of goals, policies, and procedures included in the EMP. The report should quantify the following:
 - (a) Water used
 - (b) Waste disposed (by type, hazardous and non-hazardous)

- (c) Materials recycled (type and amount)
 - (d) Materials composted
 - (e) Energy used (type and amount)
 - (f) Gas or other fuel substances such as propane used (type and amount)
- (7) Visitor Comments. The Concessioner must provide tabulated summaries of all visitor comments 15 days after the month end, including a year-to-date tabulation.
- (8) Concessioner Operational Reports by Service. The monthly operational performance report must include all operational statistics for the services listed below. The Concessioner must deliver an annual summary report 60 days after the end of the year, unless otherwise agreed upon by the Superintendent. This data must be presented in a concise, electronic spreadsheet format.
- (a) Overnight Lodging
 - Rooms available, occupied, revenue per available room, and average daily room rate
 - Market segmentation (i.e. individual leisure, tours, group, conference)
 - Total guest count
 - Average length of stay
 - Turn-away demand for days during that month and reasons
 - Telephone revenues (in room, Internet and fax charges)
 - (b) Day Tour Boat and Camper Drop-Off
 - Day boat tour tickets sold segmented by lodge guest and non-guest, adult and child, and by advance sale versus walk-up
 - Camper drop-off tickets sold segmented by lodge guest and non-guest
 - Number of campers dropped off by location
 - Number of campers picked up by location
 - Number of kayaks dropped off and picked up.
 - (c) Food and Beverage
 - For Limited – Fast Casual and Quick Service: number of transactions by meal period, by outlet, with corresponding revenues and average check
 - For Family Casual: number of covers served by meal period, with corresponding revenues and average check
 - (d) Retail
 - Revenue by outlet (gift shop and tour boat)
 - Number of transactions
 - Revenue by merchandise category (i.e. Alaska Native handicraft, souvenirs, grocery, apparel).
 - Average transaction for each outlet
 - (e) Fuel
 - Marine Fuel. Type and number of gallons sold and associated revenue.
 - Vehicle Fuel. If sold, type and number of gallons sold and associated revenue.
 - (f) Transportation
 - A breakdown, by day, of the number of bus trips and their route (ex. Bartlett Cove-Gustavus Airport)
 - The total number of buses run per day
 - Actual passenger counts per bus per day
 - Number of passengers charged for transportation outside of lodging or tour tickets and associated revenue

(g) Employees

- Number of employee housing beds available and occupied
- Number of permanent and seasonal employees on staff at end of month
- Number of meals served by breakfast, lunch, and dinner

B) Summary of Initial and Recurring Due Dates

The following summarizes the preceding reporting requirements and details other reports, plans, payments, and inspections that will be the responsibility of the Concessioner.

SUMMARY INITIAL AND RECURRING DUE DATES		
Title	Schedule	Due Date
Initial Requirements		
Environmental Management Program	Initial	Within 60 days of effective date of the Contract
Balance Sheet	Initial	Within 90 days of effective date of the Contract
Risk Management Plan	Initial/ Annually	Within 120 days of the effective date of the Contract; updates due by December 31 of each year
Merchandise Plan	Initial	120 days after execution of the Contract
Vessel Specification Form	Initial/as changed	Within 60 days of effective date of the Contract
Annual		
Annual Financial Report	Annually	Not later than 120 days after the last day of the Concessioner's fiscal year
Statement of Maintenance Reserve	Annually	Not later than 120 days after the end of the Concessioner's accounting year
Schedule of Operations	Annually	No later than December 1 (opening and closing dates); no later than April 1 (hours of operation)
Rate Approvals	Annually	No later than December 1 for the following season
Employee Handbook	Annually	All handbooks will be provided 30 days prior to release
Management Listing	Annually	By May 1 and when significant changes occur
Certificates of Insurance	Annually	Within 10 days after renewal dates
Merchandise Approval/Selection Process	Annually	By January 1
Operational Reports	Annually/ Monthly	By March 1 of each year and by the 15 th day of the following month
Inventory of Hazardous Substances	Annually	Within 120 days of the effective date of the Contract and annually thereafter.
Monthly		
Franchise Fee	Monthly	By the 15 th day after the last day of each month of operation
Asset Monitoring Report	Monthly	By the 15 th day after the last day of each month of operation
Visitor Comments	Monthly	By the 15 th day after the last day of each month of operation
Other		
Promotional Material	As Necessary	At least 30 days prior to distribution

Effective _____, 20__

Attachment 1: National Park Service Healthy and Sustainable Food Program Glossary

This glossary contains common definitions and sources of terms used in the *Healthy and Sustainable Food Choices Table*. These terms are used in the U.S. Department of Health and Human Services *Health and Sustainability Standards for Use in Federal Food Procurement for Concessions and Vending Operations*; the *Dietary Guidelines for Americans, 2010*; 21 C.F.R. Part 101, *Food Labeling*; and several other sources such as state, local, and institutional standards were used where federal criteria were not available.

Fair Trade

Fairtrade International: Fair Trade—defines a trading partnership, based on dialogue, transparency and respect, that seeks greater equity in international trade. It contributes to sustainable development by offering better trading conditions to, and securing the rights of, marginalized producers and workers—especially in developing countries.

(http://www.fairtrade.net/fileadmin/user_upload/content/2009/about_fairtrade/Fair_Trade_Glossary.pdf)

Genetically Modified Organisms

7 C.F.R 205.2: “excluded methods” - organisms whose growth and development has been influenced by means that are not possible under natural conditions or processes and are not considered compatible with organic production. Such methods include cell fusion, microencapsulation/ macroencapsulation, and recombinant DNA technology (including gene deletion, gene doubling, introducing a foreign gene, and changing the positions of genes). Such methods do not include the use of traditional breeding, conjugation, fermentation, hybridization, in vitro fertilization, or tissue culture.

Note: Non-GMOs are not necessarily “organic.”

Light or Lite

21 C.F.R 101.56: “Light” or “lite” – term that may be used on the label or in the labeling of a meal product and a main dish product, provided that: the food meets the definition of “Low in calories”; or “Low in fat”; and a statement appears on the principal display panel that explains whether “light” is used to mean “low fat,” “low calories,” or both. (Refer to regulatory citation for more specific information on use of these terms.)

Low Fat

21 C.F.R 101.62: “Low fat,” “low in fat”, “contains a small amount of fat,” “low source of fat,” or “little fat” – means the food has a reference amount customarily consumed greater than 30 grams or greater than 2 tablespoons and contains 3 grams or less of fat per reference amount customarily consumed; or the product contains 3 g or less of total fat per 100 grams and not more than 30 percent of calories from fat for meal products and main dish products.

Low Sodium

21 C.F.R 101.61: “Low sodium,” or “low in sodium,” “little sodium,” “contains a small amount of sodium,” or “low source of sodium” – means the food has a reference amount customarily consumed greater than 30 grams or greater than 2 tablespoons and contains 140 milligrams or less of sodium per reference amount customarily consumed; or 140 milligrams or less of sodium per 100 grams for meal products and main dish products.

Made with Organic Ingredients

7 C.F.R 205: “Made with organic ingredients” – means that the product contains at least 70 percent organic ingredients.

No Antibiotics Added

FSIS (http://www.fsis.usda.gov/factsheets/meat_&poultry_labeling_terms/index.asp#15): “No antibiotics added” – term that may be used on labels for meat or poultry products if sufficient documentation is provided by the producer to the Agency demonstrating that the animals were raised without antibiotics.

No Hormones Added

FSIS (http://www.fsis.usda.gov/factsheets/meat_&_poultry_labeling_terms/index.asp#15):

- Hormones are not allowed in raising hogs or poultry. Therefore, the claim "no hormones added" cannot be used on the labels of pork or poultry unless it is followed by a statement that says, "Federal regulations prohibit the use of hormones."
- "No hormones administered" – term that may be approved for use on the label of beef products if sufficient documentation is provided to the Agency by the producer showing no hormones have been used in raising the animals.

Organic

7 C.F.R 205: "Organic" – a labeling term that refers to an agricultural product produced in accordance with The Organic Foods Production Act of 1990, as amended (7 U.S.C. 6501 et seq.) and associated regulations.

Note: Organic foods cannot be GMOs.

Seasonal

H.R.2419 2008: 'Locally or regionally produced agricultural food product' – any agricultural food product that is raised, produced, and distributed in:

- (I) the locality or region in which the final product is marketed, so that the total distance that the product is transported is fewer than 400 miles from the origin of the product; or (II) the State in which the product is produced.

Shade-grown

Coffee grown under a canopy of trees in a manner that is supportive of environmental sustainability including providing migratory bird habitat. Shade-grown may be demonstrated through certification through non-profit organizations such as the Smithsonian Migratory Bird Center or the Rainforest Alliance.

Whole Grains

USDA, Dietary Guidelines for Americans 2010: Whole grains - grains and grain products made from the entire grain seed, usually called the kernel, which consists of the bran, germ, and endosperm. If the kernel has been cracked, crushed, or flaked, it must retain nearly the same relative proportions of bran, germ, and endosperm as the original grain in order to be called whole grain. Many whole grains are also a source of dietary fiber.

Attachment 2: Vessel Specification Form

Vessel Specifications Form (submit to the Superintendent within 60 days of the effective date of the Draft Contract)	
Vessel Name:	
Former Names:	
Date Built:	
Builder:	
Date of Last Major Refit:	
Documentation Number:	
Gross Tonnage:	
Length (ft.):	
Beam (ft.):	
Draft (ft.):	
Depth (ft.):	
Engines (quantity, make & model):	
Propulsion power (kW or HP):	
Propulsion (quantity & type: propeller, jet, etc.):	
Passenger Capacity (as stated in Certificate of inspection). This may differ from the Passenger Inside Seating minimums specified by the Service.	
Passenger Inside Seating: Service minimum capacity is 100 people seated comfortably indoors.	
Inside passenger area (sq. ft.):	
No. and configuration of public restrooms (heads):	
Kayak Storage Capacity (At least 8,):	
Fuel (type/weight):	
Fuel Capacity (gal.):	
Domestic Water Capacity (gal.):	
Marine Sanitation Device (type, make & model): [Note: See section above for restrictions regarding use of Type III (holding tank) MSDs.]	
Generator(s) (number and capacity):	
Hull Design [mono-hull, catamaran, wave-piercing, etc.]:	
Cruising Speed:	
Maximum Speed	
Fuel Consumption (at cruising speed):	
Wake height at cruise speed (if known):	

Attachment 3: Guide to Docking: Bartlett Cove Public Use Dock